Data Sources

Tweets	Reviews & Feedback
Can we find QA for customer feedback?	Dataset or live collection

Pre processing (some)

Need to see if entity recognition is included here

Embedding

Universal Sentence Encoder	Word2vec	Word2vec	Bert.
Sentence Bert		Doc2vec or USE	

Analysis

3 SOTA Sentiment Classifiers 1 → 5	Topic Modeling
If data is not labeled then Sentiment clustering	3 SOTA Sentiment Classifiers 1 → 5

if a dataset exist, then same pipeline applies but additional overhead of slot filling may be needed. Goal can be to:

1. Detect sentiment in Q
2. Figure out response
3. Tweak resposen to deflect emotion if angry or negative.

For reviews & feedback, severity as well as

geo scope can be good themes to pursue in addition to standard Topic + class of sentiment. We can try to find English datasets & translate them but local focus will be lost except maybe environmental themes.

For SOTA choices, these can be identified from the papers relevant to sentiment classification.